

OCT 31 1995

MISSOURI VETERANS COMMISSION



Annual Report
Fiscal Year 1995

July 1, 1994 - June 30, 1995

DEDICATION
by
Robert Buckner, Executive Director

This year's annual report is dedicated to the memory of Harvey Yocum, Superintendent/Administrator of the St. James Veterans Home from May 1, 1972 to July 1, 1983. The size and structure of Missouri's state veterans homes system is largely the result of the vision and influence of Harvey Yocum during the 1970's, when he was administrator of the St. James Veterans Home.

During the mid-1970's, when less than forty state veterans homes existed nationwide, Mr. Yocum envisioned the potential for the state-federal cooperative program to provide unique opportunities for the states to honor veterans. Furthermore, he recognized a greater potential for the state of Missouri to better serve its veterans by building a series of veterans homes throughout the state, rather than by expanding one large facility. Thanks to his vision, the state of Missouri this year, is fulfilling recommendations of a plan to build and operate seven veterans homes around the state. Appropriations of the General Assembly during its last session have made adequate funding available to construct the last two facilities at Cameron and Warrensburg. These new facilities will supplement services currently available at the St. Louis, Cape Girardeau, Mexico, Mount Vernon, and St. James Veterans Homes.

It is particularly suitable in 1995 to recognize Harvey Yocum's contribution to Missouri's State Veterans Homes system, because also this year, in addition to finalizing his vision, construction was begun to completely replace and modernize the entire St. James facility. This accomplishment he perhaps did not envision, but is one of which he would be extremely proud, because of the total quality package of long-term health care now available to Missouri veterans.

On a personal note, I am deeply grateful, not only for his vision for Missouri veterans, but for his guidance and support as my employer during my early career with the Veterans Commission. Mr. Yocum passed away on September 12, 1990. He is survived by his wife Nina, and two daughters, Dianna, and Luzette.

STATE OF MISSOURI

Mel Carnahan
Governor

DEPARTMENT OF PUBLIC SAFETY

Gary Kempker
Director



MISSOURI VETERANS COMMISSION

Robert R. Buckner
Executive Director

Mike Wekenborg
Deputy Director

COMMISSIONERS

J. N. (Jack) Matthews
Chairman

Paul D. Gray
Vice-Chairman

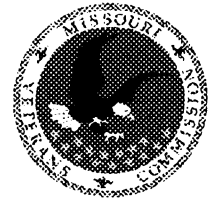
James S. Whitfield
Member

Deborah I. Halter
Member

Carl Niewoehner
Member

The Missouri Veterans Commission's Annual Report is published by the Commission and provided without charge. Commission headquarters is located at:

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MISSOURI VETERANS COMMISSION

ANNUAL REPORT

DIRECTOR'S COMMENTS

In 1995, the Missouri General Assembly appropriated adequate state-share funding to construct 200-bed veterans homes in both Cameron and Warrensburg, as soon as the 65% federal match becomes available. These projects will complete the Commission's plan for seven Missouri Veterans Homes. Some increased staffing and increased funding for contractual professional services has slightly improved our ability to meet ever-increasing heavy care demands.

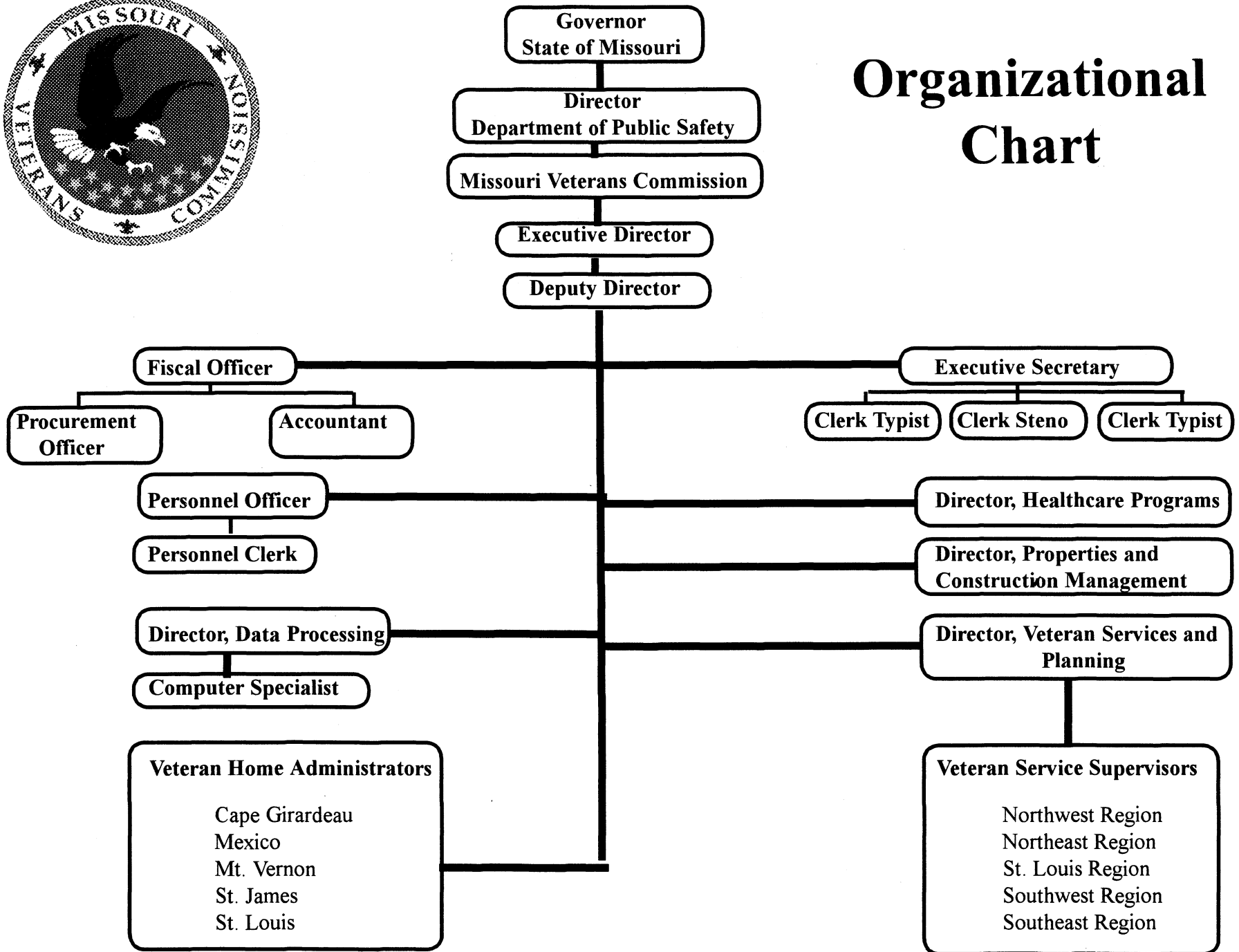
Of increasing concern is the need for automation of claims processing capability of Veterans Service Officers. The Department of Veterans Affairs continues to make more veteran file information electronically available. If Service Officers were properly equipped to access such files, processing of claims could be dramatically improved.

In May 1995, the National Veterans Cemetery at Springfield was closed to all but cremated remains. The only remaining open national cemetery within the borders of Missouri is located at Jefferson Barracks, St. Louis. The VA has no plans for expansion in the state. With this situation, much interest is developing for a state cemetery system, especially in south/southwest Missouri. The Commission will be working closely this year with veterans organizations and the General Assembly on the feasibility of establishing a state veterans cemetery system.

Robert R. Buckner



Organizational Chart





MISSION STATEMENT

The Missouri Veterans Commission was established on August 28, 1989, and Chapter 42, RSMo. (Supplemental, 1989) governs its operation as a state agency. The Commission is vested with the responsibility to provide the Veterans of Missouri with programs and services funded by the state and federal governments as well as private and corporate contributions.

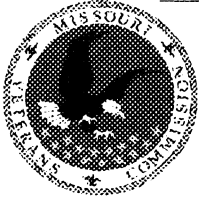
The Commission is composed of five veterans appointed by the Governor and confirmed by the Senate. The Commission directs all state efforts to provide for the needs of veterans, their dependents and survivors. These needs are met through two major programs: Service to Veterans and the Missouri Veterans Homes. The Commission appoints an Executive Director who implements policies and is responsible for the statewide management of veterans programs.

The Service to Veterans program provides essential services to the veterans of the state. Acting as the veterans' representative, the Veterans Service Officers and their staffs provide counseling and assistance by presenting and prosecuting claims on behalf of the veterans and their dependents or survivors. These claims may include compensation, education, pensions insurance, hospitalization and rehabilitation. Services also include assistance for the veterans in any matter which requires coordination and cooperation with local, state and federal agencies.

The Missouri Veterans Homes provide the highest possible level of quality nursing care to Missouri's veterans. Their objective is to rehabilitate to the maximum attainable level of independent functioning by utilizing all necessary governmental and community services and therapies, and to provide a comfortable, safe, sanitary environment conducive to personal happiness. A further goal is to make available for residents social and cultural activities of personal interest designed to foster feelings of dignity and self-respect.

The Commission also provides direction for the Veterans Trust Fund. This is a means whereby Missourians can financially contribute to the Commission, so it can continue to provide quality programs and services to the veterans of the state.

The Missouri Veterans Commission represents all Missouri veterans and is charged with meeting the needs and defending the entitlements of those who have served their country with honor and distinction.



STRATEGIC PLANNING

Inspired by extensive national debate over healthcare reform, and congressional interest in balancing the federal budget, the Missouri Veterans Commission felt the time was appropriate to begin a strategic planning process. Since the Commission has been operating under an outcome-based quality management structure for the past several years, the strategic planning process was a natural outgrowth of the quality management paradigm. The purpose of the strategic planning process is to more clearly define the future role of the Missouri Veterans Commission — to serve veterans under the mandates of Chapter 42, Revised Statutes of the State of Missouri.

Executive staff were assigned to a strategic planning committee, to be facilitated by Anne Payne, Director of Health Care Services, Central Office Headquarters, and Dr. Samuel McVay, Administrator, Cape Girardeau Veterans Home. The committee secured professional consultant assistance, and will make recommendations before the end of the 1996 fiscal year (June 30, 1996). We are grateful to Mr. Cleve McDaniel, Lincoln University, for the generous donation of his time to provide professional guidance for the strategic planning process. Since our strategic planning process began early in 1995, the Department of Veterans Affairs' Veterans Health Administration has begun a dramatic restructuring, and the State of Missouri has started a statewide strategic planning process.



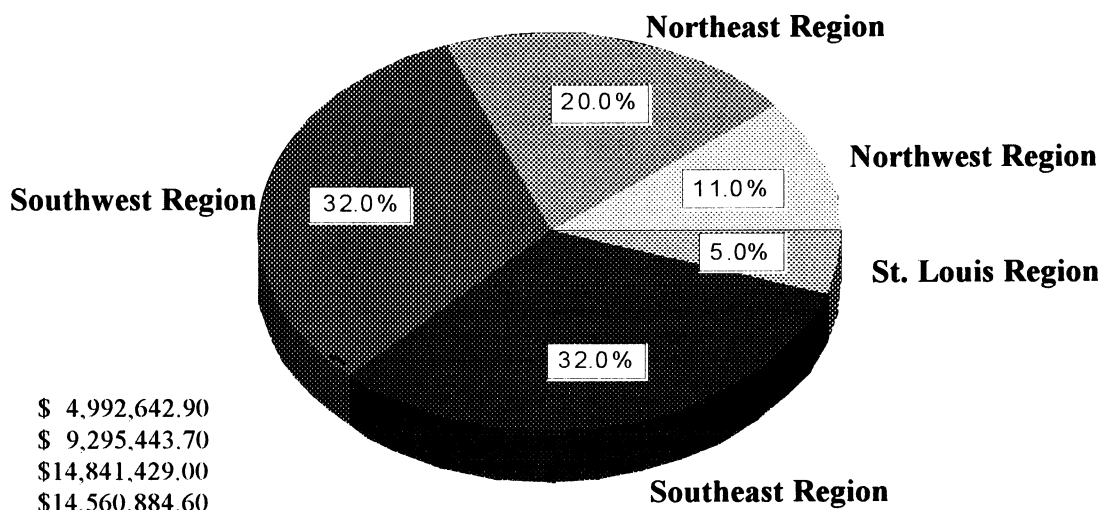
SERVICE TO VETERANS PROGRAM

Ronald L. Taylor
Director of Services and Planning

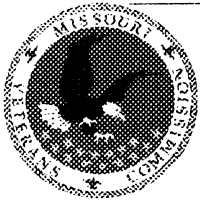
Through this program, the Commission provides a statewide network of Service Officers and Assistants. These Service Officers and Assistants counsel and assist veterans in filing claims for benefits from the Department of Veteran Affairs. In Fiscal Year 1995, the forty-two Service Officers, Supervisors, and Assistants filed 7,309 claims and completed 41,919 forms for eligible Missouri residents. This activity resulted in obtaining \$46,134,023 in federal benefits for veterans, their dependents and survivors. (See following chart of Veteran Benefits Awarded FY 95.)

AWARDS BY COUNTY

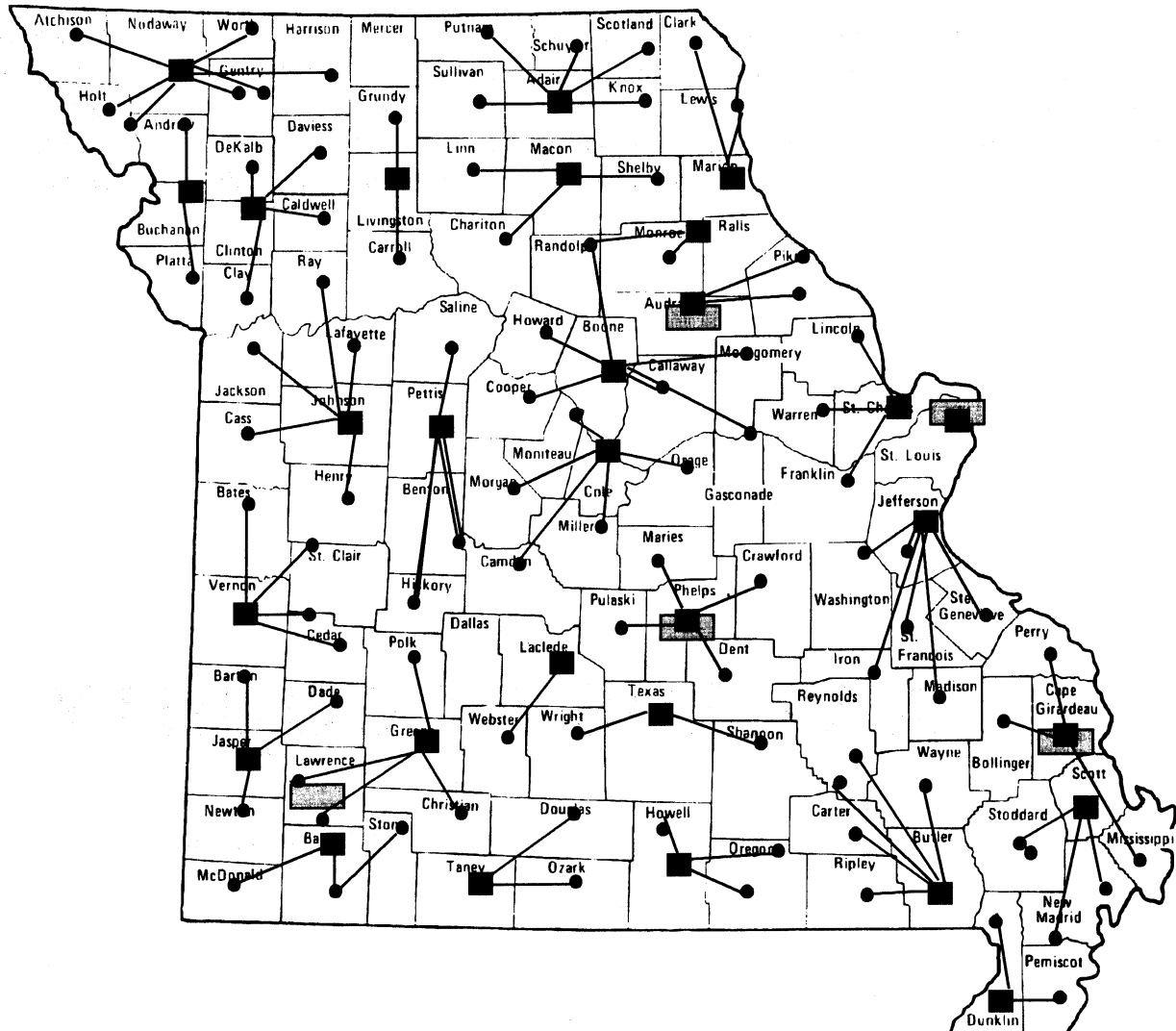
FY 95






Northwest	\$ 4,992,642.90
Northeast	\$ 9,295,443.70
Southwest	\$14,841,429.00
Southeast	\$14,560,884.60
St. Louis	\$ 2,443,623.50
TOTAL	\$46,134,023.70

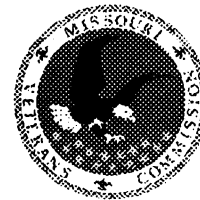


VETERANS SERVICE OFFICES



-  STV Home Offices
-  Satellite Offices
-  Missouri Veteran Homes

VETERANS HOME PROGRAM



Any veteran who is in need of nursing care may seek admission to a Veterans Home by filing an application with the Home of his or her choice. Operations funding is accomplished through a combination of state general revenue, federal funding through a Department of Veterans Affairs per diem grant program, and charges to the veteran, based on the individual's ability to pay.

Missouri Veterans Homes are inspected twice annually by the Department of Veterans Affairs for the continuance of per diem payments. Policies for health care administration are centrally managed by the Commission's Executive Director. Therapeutic modalities of physical, psychosocial and rehabilitative origin are provided in each facility.

The five Veterans Homes are located at St. James, Mount Vernon, Mexico, Cape Girardeau, and St. Louis. Construction began on the new St. James Veterans Home during the summer of 1995. Construction of the first 100 beds of that facility is expected to be completed in spring or summer of 1996, at which time other buildings will be torn down, and the last 50 beds constructed.

Appropriations during the last legislative session by the Missouri General Assembly for 22 additional direct care staff for our veterans homes has resulted in a slightly improved ability to admit the heaviest level of care. All facilities have remained filled to approximately 95% of capacity. If applications continue to be for the heaviest level of care, it will be necessary for the Commission to continue to seek additional funding for appropriate staffing to care for these heavier levels.

During the last legislative session, the General Assembly appropriated all of the state funding required to build a new 200-bed veterans home in Cameron, MO, as soon as the federal matching share becomes available. The 65% federal matching share could become available as early as October 1995. The General Assembly also appropriated one-half of the state's share of funding for a 200-bed veterans home to be built in Warrensburg, MO. This amount of state funding is adequate to allow the Veterans Commission to make application to the federal government for a construction grant for that facility as well.

MISSOURI VETERANS HOMES

St. James Veterans Home, 620 N. Jefferson, St. James, MO 65559-1999
Becky Collet, Administrator

Mt. Vernon Veterans Home, 600 N. Main, Mt. Vernon, MO 65712-1098
Martha Bartelesmeyer, Administrator

Mexico Veterans Home, 920 Mars, PO Box 473, Mexico, MO 65265-0473
Robert Bohrer, Administrator

Cape Girardeau Veterans Home, 2400 Veterans Memorial Drive, Cape Girardeau, MO 63701
Sam McVay, Administrator

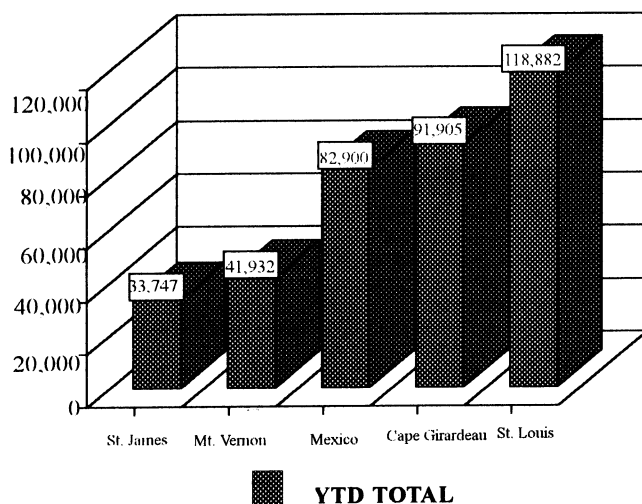
St. Louis Veterans Home, 10600 Lewis & Clark Blvd., St. Louis, MO 63136
John Angelle, Jr., Administrator



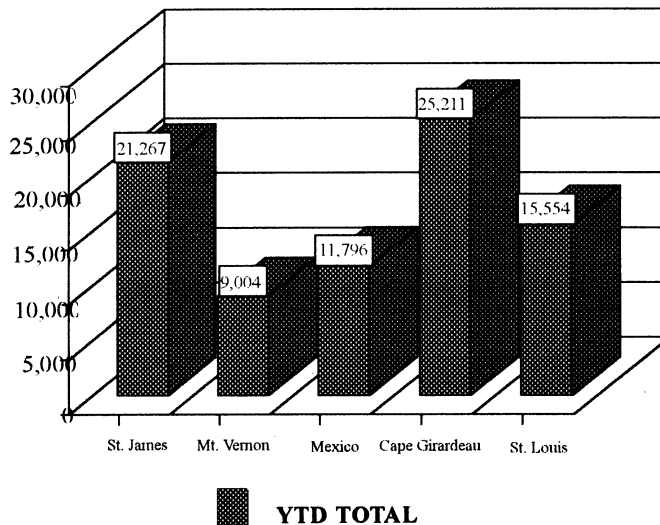
VOLUNTEERS

Volunteers provide a tremendous resource for Missouri Veterans Home residents. The accompanying charts depict the amount of money and volunteer hours donated to each home during fiscal year 1995. When adjusted for facility size, the degree of community involvement is very similar. Please note that facilities with lower participation in volunteer hours, generally show higher participation in monetary donations, and the reverse is also true. For more information about individual facility volunteer programs, please contact the home.

DONATIONS FY 95



VOLUNTEER HOURS FY 95



VETERANS TRUST FUND



Donations to the Veterans Trust Fund were down approximately 22% during FY 1995. Apparently, this trend is not unique to the Veterans Trust Fund, but is expressive of a nationwide downward trend in voluntary donations.

Expenses delineated below relate, for the most part, to enhancing direct caregivers' skills for special needs units (Alzheimers and dementias) at our five veterans homes. Some printing and advertising expenditures were for brochures and advertising specialities to promote the Veterans Trust Fund, and to print this annual report.

Thanks to Governor Carnahan's leadership, no trust fund monies were used this year to administer the fund.

VETERANS TRUST FUND REVENUE AND EXPENDITURE SUMMARY FY 1995

Beginning Balance	\$264,997.12
	<u>Income</u>
Tax Check-Off	\$4,884.13
Direct Donations	372.00
Interest Income	13,710.68
	64,015.12
	<u>Expenses</u>
Travel	\$4,884.13
Printing, Advertising, & Publications	6,255.00
Telephone	80.00
Supplies	1,863.00
Educational Services	4,439.00
Professional Development	13,697.00
	(31,218.13)
Ending Balance	\$297,794.11



VETERAN TRUST FUND CONTRIBUTIONS

Individuals and corporations may "check off" on their Missouri tax returns to donate any amount over \$2.00 of their tax refunds to the Veterans Trust Fund, or make a donation by including a separate check with their returns.

The Veterans Trust Fund will greatly improve the availability and quality of services that the Missouri Veterans Commission is able to provide to the state's 592,000 veterans. Contributions are tax deductible.

For more information, or to make a contribution, please call or write:

THE VETERANS TRUST FUND
c/o Missouri Veterans Commission
PO Drawer 147
Jefferson City, MO 65102
(314) 751-3779

OPERATING BUDGET SYNOPSIS FY 1995

TOTAL COMMISSION APPROPRIATION	\$19,303,908
Governor's Withholdings	(176,458)
Available for Operations	19,127,450
Operating Budget per Program	
Central Office & Service to Veterans Program	1,864,697
Governor's Reserve	(25,000)
Available for Operations	1,839,697
Veterans Homes Program	17,439,211
Governor's Reserve	(151,458)
Available for Operations	17,287,753



VETERANS HOMES CAPITAL IMPROVEMENTS FUND

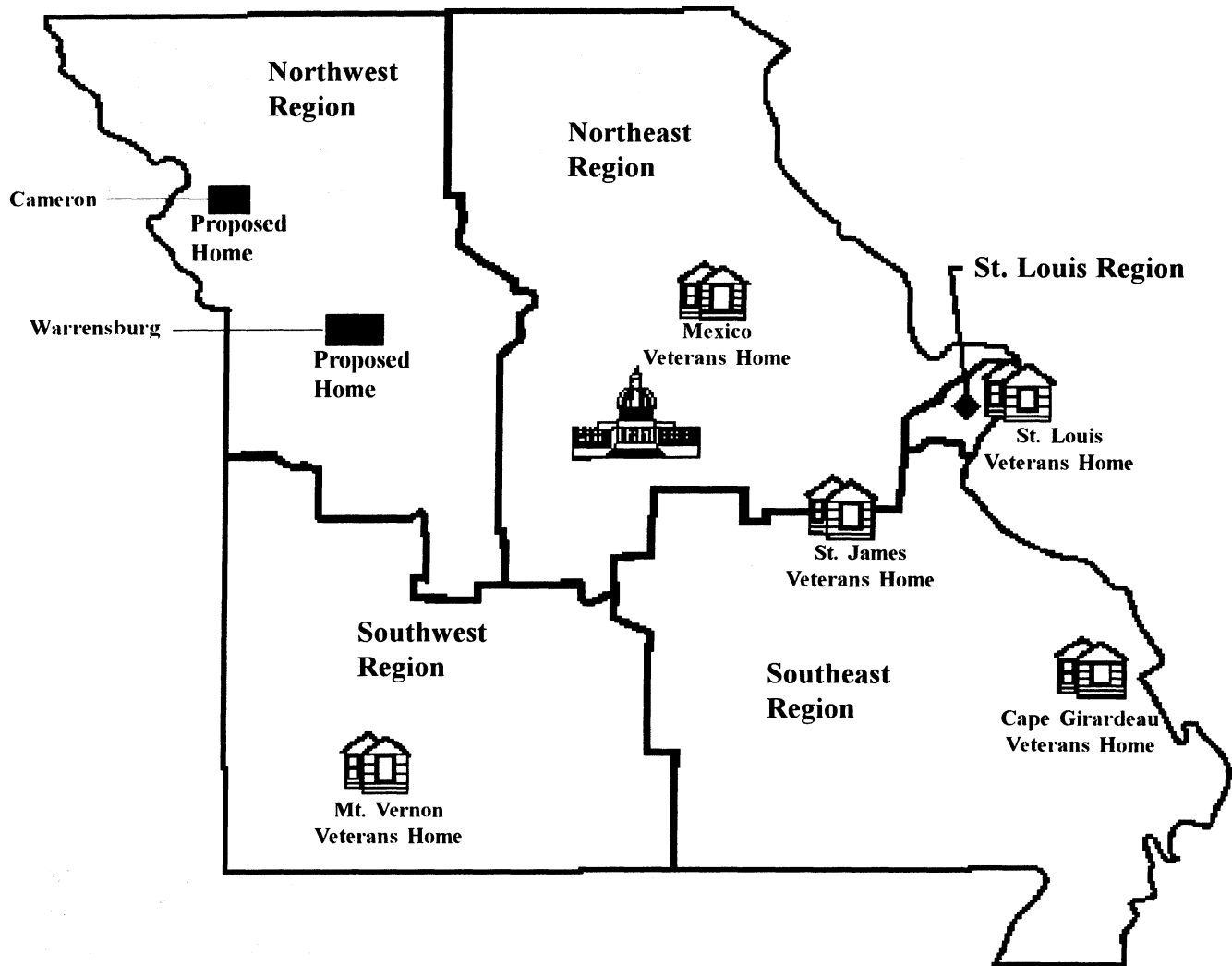
In 1994, the Missouri General Assembly established, as a revenue source for the Veterans Homes Capital Improvements Fund, the unencumbered, non-gaming revenues of the Missouri Gaming Commission. During the first year of riverboat operations, which began July 1, 1994, and ended June 30, 1995, revenues into this fund have been greater than anticipated. Preliminary estimates of revenues from this source for the construction of state veterans homes show some \$9,000,000 to \$10,000,000 of revenue during the first year of riverboat operations. At this rate, there should be more than adequate funds available for all the construction of veterans homes required by the Veterans Commission in the upcoming year.

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COMMISSION PROFILE

In Fiscal Year 1994, the Missouri Veterans Commission staffed nearly 800 employees. The Service to Veterans Program was maintained by thirty-one (31) Veterans Service Officers, five (5) Veterans Service Supervisors, six (6) Veterans Service Assistants, and eleven (11) clerical personnel. These individuals served clients in 114 counties of Missouri. The Missouri Veterans Homes Program was staffed by over 700 employees in a wide range of job classifications. Fifteen (15) employees comprised the staff of the Commission's headquarters in Jefferson City.

MISSOURI VETERANS COMMISSION



Veterans Service Regions & Veterans Home Sites

